DEPARTMENT OF WORKFORCE DEVELOPMENT
Division of Economic Support
Bureau of Welfare Initiatives

TO: **Economic Support Supervisors**
       Economic Support Lead Workers
       Training Staff
       FSET Administrative and Provider Agencies
       Child Care Coordinators
       W-2 Agencies

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SUBJECT: **UPDATED INFORMATION ON OUTSTATIONING AND MEDICAID ISSUES**

CROSS REFERENCE: Operations Memo 98-91

PURPOSE

To continue to assist local agencies in successfully enrolling clients in all economic support programs, the Division of Economic Support (DES) and Division of Health Care Financing (DHCF) are providing additional information on outstationing and other Medicaid issues to the local agencies.

PROCESS

Operations Memo 98-91 stated that the outstation sites must be capable of printing the Client Registration 2-page application, the CARES combined application form (CAF), and the verification checklist on-site. In recognition of the variations with which local agencies choose to do outstationing, we are amending this policy.

DES and DHCF realize there are situations in which a docking station with a printer may not be economically feasible. Thus, in situations where a laptop is used onsite without printer accessibility, the outstation worker must use the Back-Up Applicant/Participant Signature form (DES-11154) and do all of the following:

1. Give the client the opportunity to read what is being entered into the CARES system, via the laptop.
2. Have the client sign the Back-Up Applicant/Participant Signature form attesting to the truthful answers provided.

3. Review the Addendum to Application (DES-2378-1) and answer any questions the client may have. The worker should clearly explain information regarding the fair hearing process, reporting changes, penalty warnings, etc.

4. Print out the whole application upon return to the local agency, attach the signature page, and file it in the client's case record. It should be noted that the worker may submit the print request of the application while at the outstation site and have it automatically print out at the local agency.

A statement has been added to the Addendum which allows the client to request a copy of the application. The local agency is responsible to mail it to the client if requested.

DIAL UP ACCESS

As stated in Operations Memo 98-91, local agencies requesting dial-up for access to CARES for workers will need a dial-up ID in addition to their CARES ID. Requests for dial-up IDs should be made to the DES Security Help Desk at 608/261-6827. A Dial-Up Access Form (DOA-10241) will be faxed to the requester for completion and approval by the local security officer. Following return of the form to DWD/DES security, an account will be established and the user will be notified and forwarded the software and instruction manual.

Based on the high costs and complex technical aspects associated with setting up a dedicated line at an outstation site, local agencies should consider dial-up access as the principal option available to them at this time.

REFUGEE ASSISTANCE

Since outstationing is a customer contact strategy that accomplishes the goal of increasing initial access to all programs of assistance by increasing the number of entry points, it is possible that an applicant at an outstation site may be eligible for Refugee Assistance. The eligibility worker should be prepared to accept an application for Refugee Assistance and facilitate the prompt processing of the application with the local agency. It is recommended that outstationed eligibility workers have these forms available to begin the processing of a request for Refugee Assistance (see the **Income Maintenance Manual**, Chapter IV):

1.   Group Worksheet (DES-11009)
2.   Deeming Worksheet (DES-11010)
3.   Sponsor Deeming Worksheet (DES-11156)
4.   Individual Worksheet (DES-11008).

EMERGENCY ASSISTANCE

An applicant at an outstation site may also be eligible for Emergency Assistance. The eligibility worker should be prepared to process an Emergency Assistance request by having the applicant complete the Emergency Assistance Application (DES-2010). See the **Other Programs Manual**, Chapter 3 for more information.)

TEMPORARY MEDICAID CARDS

The county/tribal agency is responsible for issuing temporary Medicaid identification cards. A temporary identification card should be issued at the outstation site, as it should from regular office sites, when it is determined that services are needed immediately by an applicant and issuance through the CARES system isn't quick enough. See the **Income Maintenance Manual** Chapter V, Part F, 1.6.0 for more detailed information on temporary cards and for ordering instructions.

Attachments - Links to DES Forms (in PDF format*)
Back-Up Applicant/Participant Signature (DES 11154)
http://dwdworkweb/des/bwsp/1999oms/DES11154.pdf

Addendum To Application (DES 2378-1)
http://dwdworkweb/des/bwsp/1999oms/DES2378_1.pdf

*NOTE: To view PDF files, you must have Adobe Acrobat Reader installed. If you do not have Adobe Acrobat installed, or want to know more about viewing PDF files, select the following link: Viewing PDF files.